Table 3

Distribution of Enquiries/Complaints

Organisation		Enquiries	Complaints
Agriculture, Fisheries and Conservation Department	(AFCD)	63	37
Airport Authority	(AA)	10	7
Architectural Services Department	(Arch SD)	16	13
Audit Commission	(Aud)	3	1
Auxiliary Medical Service	(AMS)	0	1
Buildings Department	(BD)	253	164
Census and Statistics Department	(C & SD)	7	4
Civil Aid Service	(CAS)	2	1
Civil Aviation Department	(CAD)	5	1
Civil Engineering and Development Department	(CEDD)	7	18
Civil Engineering Department	(CED)	1	1
Companies Registry	(CR)	14	11
Correctional Services Department	(CSD)	45	234
Customs and Excise Department	(C & ED)	62	24
Department of Health	(DH)	66	41
Department of Justice	(D of J)	20	15
Drainage Services Department	(DSD)	27	22
Electrical and Mechanical Services Department	(E & MSD)	10	6
Employees Retraining Board	(ERB)	20	6
Environmental Protection Department	(EPD)	70	104
Equal Opportunities Commission	(EOC)	28	17
Fire Services Department	(FSD)	37	27
Food and Environmental Hygiene Department	(FEHD)	493	373
General Office of the Chief Executive's Office	(GOCEO)	2	9
Government Flying Service	(GFS)	1	0
Government Laboratory	(Govt Lab)	1	0
Government Logistics Department	(GLD)	3	2
Government Property Agency	(GPA)	6	15
GS - Chief Secretary for Administration's Office	(GS-CS)	12	12
GS - Civil Service Bureau	(GS-CSB)	10	26
GS - Commerce, Industry and Technology Bureau	(GS-CITB)	2	9
GS - Constitutional Affairs Bureau	(GS-CAB)	0	2
GS - Economic Development and Labour Bureau	(GS-EDLB)	3	7
GS - Education and Manpower Bureau	(GS-EMB)	104	62
GS - Environment, Transport and Works Bureau	(GS-ETWB)	7	166
GS - Financial Services and the Treasury Bureau	(GS-FSTB)	3	4
GS - Health, Welfare and Food Bureau	(GS-HWFB)	5	18
GS - Home Affairs Bureau	(GS-HAB)	2	13
GS - Housing, Planning and Lands Bureau	(GS-HPLB)	2	15
GS - Security Bureau	(GS-SB)	3	24
GS - Financial Secretary's Private Office	(GS-FSPO)	0	1
GS - Unclassified		3	0
Highways Department	(Hy D)	33	97
Hongkong Post	(HK Post)	108	55
Home Affairs Department	(HAD)	123	176
Hong Kong Arts Development Council	(HKADC)	2	2
Hong Kong Examinations and Assessment Authority	(HKEAA)	35	14
Hong Kong Housing Authority	(HKHA)	38	37

Table 3 Distribution of Enquiries/Complaints

Organisation		Enquiries	Complaints
Hong Kong Housing Society	(HKHS)	42	26
Hong Kong Monetary Authority	(HKMA)	22	10
Hong Kong Observatory	(HKO)	10	5
Hong Kong Sports Development Board	(HKSDB)	8	3
Hospital Authority	(HA)	340	160
Housing Department	(HD)	720	496
Immigration Department	(Imm D)	263	109
Information Services Department	(ISD)	1	0
Information Technology Services Department	(ITSD)	1	1
Inland Revenue Department	(IRD)	117	64
Intellectual Property Department	(IPD)	4	1
Judiciary Administrator	(JA)	157	51
Kowloon-Canton Railway Corporation	(KCRC)	20	19
Labour Department	(LD)	138	57
Land Registry	(LR)	9	7
Lands Department	(Lands D)	227	238
Legal Aid Department	(LAD)	174	69
Legislative Council Secretariat	(LCS)	2	3
Leisure and Cultural Services Department	(LCSD)	139	91
Mandatory Provident Fund Schemes Authority	(MPFA)	58	15
Marine Department	(MD)	15	14
Office of the Telecommunications Authority	(OFTA)	33	27
Official Receiver’s Office	(ORO)	61	27
Planning Department	(Plan D)	11	88
Privacy Commissioner for Personal Data	(PCO)	20	16
Radio Television Hong Kong	(RTHK)	13	8
Rating and Valuation Department	(RVD)	25	27
Registration and Electoral Office	(REO)	25	26
Securities and Futures Commission	(SFC)	21	6
Social Welfare Department	(SWD)	360	140
Student Financial Assistance Agency	(SFAA)	60	20
Television and Entertainment Licensing Authority	(TELA)	11	7
Territory Development Department	(TDD)	5	1
Trade and Industry Department	(TID)	21	7
Transport Department	(TD)	151	192
Treasury	(Try)	11	9
Urban Renewal Authority	(URA)	13	20
Vocational Training Council	(VTC)	23	9
Water Supplies Department	(WSD)	242	126
Total		**5,340**	**4,089**

Note 1: The total number of enquiries and complaints received in Table 1 are 11,742 and 4,654 respectively. They are different from the figures shown in Table 3 for the following reasons:
- An enquiry/complaint involving more than one organisation is shown against each of the organisation.
- Enquiries/complaints involving bodies outside The Ombudsman’s jurisdiction are not shown.

Note 2: Organisations under Schedule 1 to The Ombudsman Ordinance with no enquiries/complaints received in the reporting year are not shown.

Note 3: The Hong Kong Sports Development Board was dissolved on 1 October 2004.

Note 4: Civil Engineering Department and Territory Development Department were incorporated to become Civil Engineering and Development Department on 1 July 2004.